**Marko Gusic**

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***WORK EXPERIENCE****:*

**Apple Inc.** (California, USA)

***Manager/Lead*, Apple Store “The Oaks”, Thousand Oaks CaliforniaSeptember 2016 - Present**

* + Supports the entire store team as Support Leader on the Floor.
  + Works with store manager to ensure an exceptional customer journey.
* Provides feedback and recognition to the team based on their observations.
* Is detail oriented, and executes operational tasks at a high level.

***Expert*, Apple Store “The Oaks”, Thousand Oaks CaliforniaJuly 2014 – September 2017**

* A leader in sales, product knowledge, and solutions, and highly influential to the apple store team in how to engage with customers.
* Responsible for developing relationship for business customers specifically, as part of our community.

Holiday Lead Support Career Experience September 2016 – February 2017

* Monitor multiple lines of business within the store to achieve operational objectives. Developing strong relationships across teams and with customers. Create an environment that enhances loyalty for Apple products and services during one of the busiest time of the year and just after our new product lunch.

“In Role” Business Career Experience September 2015 – November 2015

* Introducing Apple solutions, technology, and services to first-time and current business customers and learning their needs. Generating new leads and build relationships, connecting over the phone or through in-store sessions and events.
* Discovering customer needs through briefings and work with the Business Team to prepare and present proposals.

**Best Buy Co.** *(California, USA)*

***Best Buy Burbank, California Computer and Mobile Manager* Feb 2013–March 2014**

* As Best Buy Computer and Mobile Manager I was demonstrating passion for developing

employees, providing excellent customer service, a love of mobile technology, and a natural affinity for sales to change the way mobile phones are bought and sold.

* With strong planning and effective sales management in red flag store I was able to manage the highest demand business department during black Friday and fourth quarter and made more than 3.5 million dollars in revenue. Which was the most successful black Friday and fourth quarter until then.

***Best Buy Thousand Oaks, California***

* Computer and Tablet Specialist Jan 2013 – April 2013
* Apple Sales Specialist May 2011 – Jan 2013
* Geek Squad Computer Technician Jun 2009 – May 2011

***REIK Kolubara*** *(Belgrade, Serbia, Europe)* **March 2004- Dec 2008**

* System Administrator/Maintaining and upgrading computer systems

***Handball Club Kolubara*** *(Lazarevac, Serbia, Europe)* **June 1996 - Feb 2004**

* Professional Team Handball Player, Coordinator for youth

***EDUCATION:***

**University of California** (Los Angeles, California) August 2018

* Coding Bootcamp, Software Engenering
  + - Front-End Web Development
    - HTML Web Development
    - Node.Js Coding
    - Javascript Coding
    - MERN Stack Coding
    - Java Back-End Coding
    - Object-Oriented Coding

**California State University Channel Islands** (Channel Islands, California) Sept 2013 - Present

* Computer Science and Engineering
* Minor in Psychology

**Moorpark College** (Moorpark, California) Sept 2010 – Jun 2013

Associated Degree for Computer Science and Engineering

***SKILLS****:*

Fluent in Serbian (Bosnian, Croatian) and English

Problem solver with strong planning, very good organizational skills, detail oriented, excellent with communication with people and with making business connections. Strong sales management and leadership skills

Well-traveled (Serbia, Bosnia, Montenegro, Croatia, Austria, Hungary, Slovakia, Italy, France and USA)

***HONORS AND ACTIVITIES*:**

Certified Computer System Administrator, Belgrade, Serbia

First European Junior Handball team in Serbia 2002/2003

Nominee for best athlete for city Lazarevac, Serbia 2002/2003

Member of Red Cross since 2006

Certified by International Red Cross Lifeguard Association for swimming pools and open waters since 2007